If nurses or nurse assistants are seeing the old access portal or having problems logging in or viewing SNAP, please have them try the following:

Shift+F5 at the login screen to force reloading of page.

If that doesn't work, try the following:

1. On your computer, open Chrome (close the access portal and any other web pages open in Chrome first).
2. At the top right, click the three dots (Customize and Control Google Chrome) as shown below.
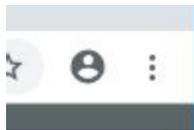
3. Select **More Tools** from the list, then **Clear Browsing Data**.
4. Click the downward arrow to the right of "Time range" and select **All time**.
   1. Uncheck the boxes next to "Browsing history" and "Cookies and other site data".
   2. Check the box next to "Cached images and files," as shown below.
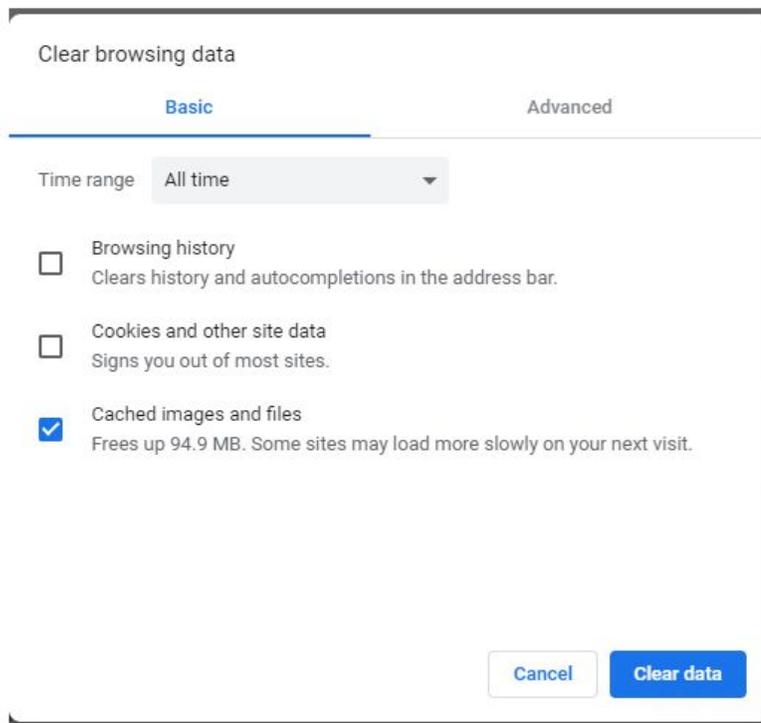
5. Click **Clear data**.

6. Close Chrome completely (including any other web sites or apps you have open) and re-open.

7. Open your shortcut to the Access Portal and log in.

If you use a web browser other than Google Chrome, **Ctrl+Shift+Del** will get you to the **Clear Browsing Data** settings of most popular browsers. You only need to clear the Cache or Cached images and files, so uncheck any other options before clearing.